



Frequently Asked Questions About the Referral Registry

*For more information contact the Home Care Referral Registry Center in your area at:
1-800-970-5456*

What is the Referral Registry?

The Referral Registry matches the needs of those who receive publicly funded in-home long term care services with pre-qualified, pre-screened individual providers that are ready to work.

How does it work?

- **Individual Providers** can visit or call their local Home Care Referral Registry (HCRR) center to submit an application specifying personal care tasks they are willing to do, availability and clientele they are willing to serve.
- **Consumers-employers** and/or their Case Manager/Social Worker can call the local HCRR center to start the referral request process.
- **The Referral Registry** generates a list of individual provider names that best match the referral request. The list is sent to the employer-consumer who is responsible for interviewing and selecting their Individual Provider!

Who can use the Referral Registry?

- Consumers who are receiving COPES or Medicaid Personal Care services through DSHS
- A person representing the employer-consumer
- Individual Providers
- Case Managers/Social Workers

Why should I use the Referral Registry?

- There are more options for choosing a provider
- Each provider has been screened with up-to-date information
- Providers have more opportunities for employment

What's the next step?

The Referral Registry is available in select locations across Washington State. Find out if services are available in your area, request an application and more information by contacting the Home Care Referral Registry at 1-800-970-5456 or visit www.hcqa.wa.gov.